



DATE: June 6, 2007
TO: Tom Williams, City Manager
FROM: Clare Frank, Fire Chief
SUBJECT: Grand Jury Report Concerns

The Santa Clara County Civil Grand Jury issued a public report on May 22, 2007 addressing disaster preparedness in the county. The Grand Jury surveyed five of the County's fifteen cities to evaluate three disaster preparedness areas: (1) ability to call back personnel for emergencies, (2) equipment availability, and (3) seismic security of communications equipment. The report indicated that no improvements were needed in the equipment availability, but that improvements were needed in the other two areas. The City of Milpitas was not included in the report. The following highlights what the Grand Jury would have found had Milpitas been one of the sample cities.

(1) Ability to call back personnel for emergencies

The Grand Jury had a problem with agencies that did not have up to date contact lists and/or a rapid means of summoning workers in the event of an emergency. The City of Milpitas has an excellent callback system for police, fire, and on-call public works personnel. These personnel can be contacted en masse through the City's CAD and paging systems. Similarly, all EOC staff can be contacted through a single group page via City-issued Blackberrys. Since other personnel do not carry pagers, they must be reached by telephone or e.mail. The Human Resources Department maintains an up to date list on contact information for all employees citywide. This list is updated every two weeks but is not disseminated. The callback system is good, but improvements are needed to ensure that (1) updated contact information is available to Emergency Operations Center personnel, and (2) employees have appropriate training in callback procedures. The Fire Department disaster preparedness staff is working with other departments to cure the noted defects.

(2) Equipment availability

The Grand Jury found that all the jurisdictions surveyed had equipment listings and procedures for obtaining equipment in the event of an emergency. The City of Milpitas has the appropriate listings in its emergency operations centers and utilizes the same procedures for equipment procurement as the surveyed agencies.

(3) Seismic security

The Grand Jury found that none of the surveyed agencies had been evaluated for seismic safety and survivability of the communications equipment and that each agency needed to ensure that communications equipment installation complied with Building Code Chapter 16, Section 1632. The City of Milpitas' Information Services Director has surveyed the equipment and reported that all the non-structural communications equipment components are secured and the Chief Building Official concurs that the installation comports with Building Code requirements.

MEMORANDUM

Emergency Response Services



To: Fire Chief Clare Frank
From: Battalion Chief Americo V. Silvi
Subject: **City-wide Emergency Callback procedure**
Date: 6/5/07

This memo is in response to your request to provide information on our ability to callback EOC and Citywide personnel based on the recent Civil Grand Jury Report.

The Milpitas Office of Emergency Services as part of the Fire Department, in collaboration with Police and IS maintain and internally distribute our confidential callback list on a regular basis for all EOC staff.

The EOC staff call back information is gathered by the OES Division and provided to the Police Technical Services Division (Dispatch) who then maintains the list on our Computer Aided Dispatch (CAD) system. IS assists with technical assistance and advice where formatting, CAD, and devices such as pagers and cell phones are an issue; upon direction from the Emergency Services Director through the on-duty Fire Battalion Chief and/or the Police Watch Commander Dispatch will initiate callback of the appropriate EOC staff according to the contact numbers already entered into our CAD database. All Fire and Police personnel can be contacted in a similar fashion.

The Fire Department (OES) is currently collaborating with Human Resources, IS, and The Milpitas Police Departments Technical Services Division (Dispatch) to develop a system that will allow us to contact all other city employees in case of an emergency. Human Resources has a master employee list that can be utilized to initiate this process

Ultimately our CAD system has the ability to send a text message to either a pager or cell phone. For more specific information please refer to City SOP 4-5.